# Transport Shift Manager

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| Brand:Report To: | Matthew Clark  Transport Logistics Manager | Job Family:Sub Family: | Logistics  Logistics |

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| Purpose |
| The job holder will ensure the smooth management of the transport operation, with responsibility for the delivery of cost, service, compliance, people KPIs – in line with company and legal standards and requirements.  Responsibility for the transport team and fleet on a day-to-day basis, supporting the management team as required. |
| Core Accountabilities |
| **Cost**  • Manage the usage of labour within the transport team, adjusting plans to ensure tasks are covered effectively at optimal cost  • Ensure all items delivered are to agreed customer specification with minimum wastage  • Ensure that the department and depot achieve the company quality targets whilst operating within productivity targets  • Ensure any operational costs are fully managed in accordance with the Transport Logistics Managers directive  **Service**  • Proactive communication with internal and external customers, line manager and customer service team regarding operational issues  • Responsibility for the delivery of daily, weekly, and monthly plans to ensure customer and company needs are met  • Implement effective change to facilitate customer requirements as required, through customer, crew, and stakeholder feedback   * Ensure the depot fleet is operationally ready and compliant to the required standard to ensure continuity of supply to our customers * Assist the Transport Logistics Manager in preparing detail for monthly reports * Through effective management of the Transport Team Leaders, ensure that the daily plans and working hours of the crews are analysed to facilitate optimal performance   **Compliance**  • Ensure compliance with all quality and legal Health and Safety documentation and standards   * Counsel any infringements through de-brief and escalation as required, following the company procedures or re-training as needed * Maintain fleet compliance, focusing on defect reports, servicing, and MOT’s   • Ensure customer and company requirements are observed and maintained by monitoring the adherence to company policies and procedures including completion of DRA’s  • Accurately complete relevant transport and Health and Safety audits through to corrective action sign off and implementation of any required changes  • Monitor and maintain housekeeping standards in the department. Identify, eliminate, isolate, or minimise workplace hazards  **People**  • Proactively manage team members’ performance  • Identify employee training requirements including mandatory regulatory training   * Provide or arrange relevant training to team members to ensure compliance as well as development   • Ensure investigations into accidents and incidents are completed effectively and there is a follow up on corrective action with communication to the wider team  • Proactively ensure people management issues are identified and effectively dealt with  • Ensure consistent communications across the team and develop and maintain relationships with other departments  **Leadership**  • Act following the company’s values and management principles within the department  • Provide the team with expert knowledge, advice, leadership, motivation and addressing areas for improvement  • Provide practical solutions to operational challenges and take ownership of problems and deal with them effectively  • Create and maintain a positive, safe, and productive working environment  • Continually review ways of improving the operations in all areas, generating new ideas and actively implementing and promoting change |
| Key Relationships |
| Internal   * Warehouse * Stock * Admin * Customer Care * Sales * HR   External   * 3rd party logistics * External contractors |
| Experience, Skills and Knowledge |
| **Experience**  • Experience in a management role within a fast moving and changing work environment such as FMCG or logistics  • Experienced in managing, developing, and inspiring teams   * Fleet management   **Skills/Behaviours**  • Passionate about providing a Premium service  • Team player role model who leads by example and can motivate, coach, and develop team members  • Proven people management skills e.g., dealing with performance and disciplinary issues, grievances, and team building  • Able to manage targets and KPI’s  • Able to solve problems and generate innovative solutions  • Able to multi-task in a pressured environment and work to tight deadlines  • Able to plan, organise and delegate effectively with attention to detail – methodical and logical in work style  • Highly motivated and driven in maintaining the highest standards in quality and Health & Safety  • Effective communication skills – able to communicate effectively at all levels with good verbal and written English   * Must be flexible with work patterns as the role may require management at different times of the working day   • Positive approach and completion of any reasonable task requested by the management team  **Knowledge**  • Warehousing and distribution systems   * Transport laws and regulations * Cost control * Health and Safety |
| Qualifications & Education |
| • IOSH Managing Safely – desirable  • Proficient in MS Office Suite – essential   * Driver CPC - essential |